IN THE SPECIFICATION

Please replace the paragraph beginning at page 36, line 20 through page 37, line 7, with the following rewritten paragraph:

Once the trouble ticket information has been retrieved from the operations support system database 705, the process then proceeds to step S1403 where the network engineer performs a traceroute. Traceroute is a network utility that allows the network engineer to determine the specific connectivity path between the common data center 301 and the end-user experiencing a problem. The process then proceeds to step S1404 where the network engineer "pings" the end-user's IP address. If the ping is successful, the process then proceeds to step S1404 S1405 where the network engineer obtains device parameters from the cable modem management information base (MIB) using, for example, a simple network management protocol (SNMP) GET command. SNMP and MIBs are Internet protocols, as would be understood by one of ordinary skill in the network art, and are described in detail in Stevens, W., "TCP/IP Illustrated, Volume 1," Addison-Wesley Publishing Company, Inc., 1994, the entire contents of which is incorporated herein by reference.